Department of Consumer Affairs

Dental Board of California

Performance Measures

Q4 Report *(April - June 2011)*

To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly basis.

In future reports, the Department will request additional measures, such as consumer satisfaction. These additional measures are being collected internally at this time and will be released once sufficient data is available.

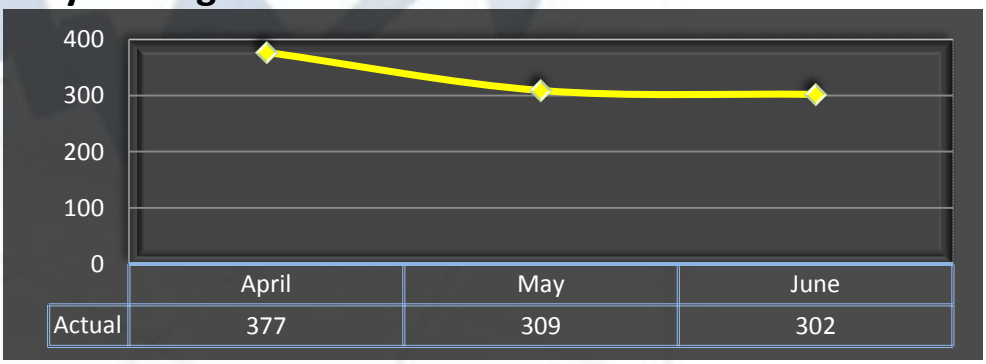
Volume

Number of complaints and convictions received.

Q4 Total: 988

Complaints: 735 Convictions: 253

Q4 Monthly Average: 329



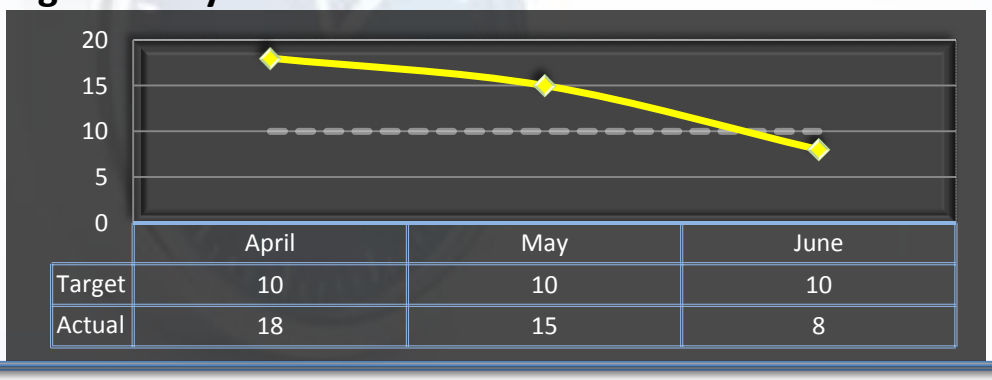
	April	May	June
Actual	377	309	302

Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.

Target: 10 Days

Q4 Average: 14 Days



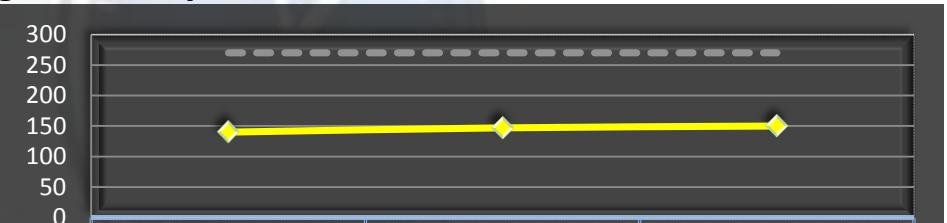
	April	May	June
Target	10	10	10
Actual	18	15	8

Intake & Investigation

Average cycle time from complaint receipt to closure of the investigation process. Does not include cases sent to the Attorney General or other forms of formal discipline.

Target: 270 Days

Q4 Average: 146 Days



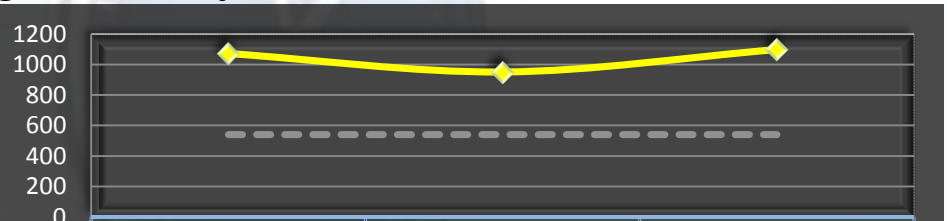
	April	May	June
Target	270	270	270
Actual	140	147	150

Formal Discipline

Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board, and prosecution by the AG)

Target: 540 Days

Q4 Average: 1,098 Days



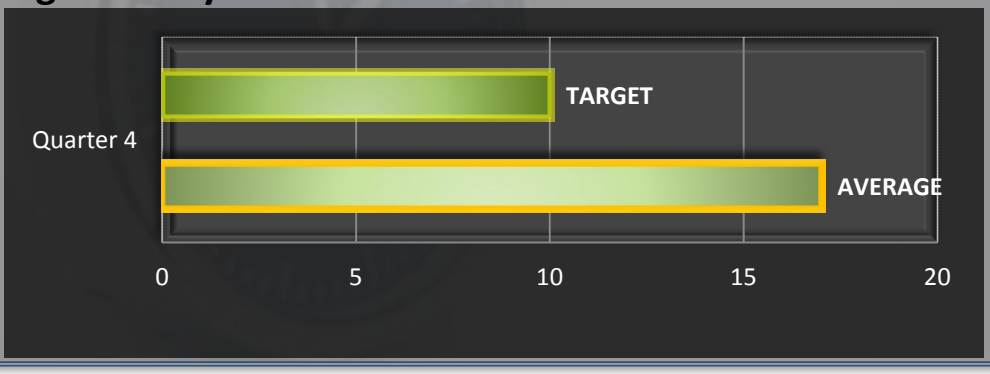
	April	May	June
Target	540	540	540
Actual	1072	951	1098

Probation Intake

Average number of days from monitor assignment, to the date the monitor makes first contact with the probationer.

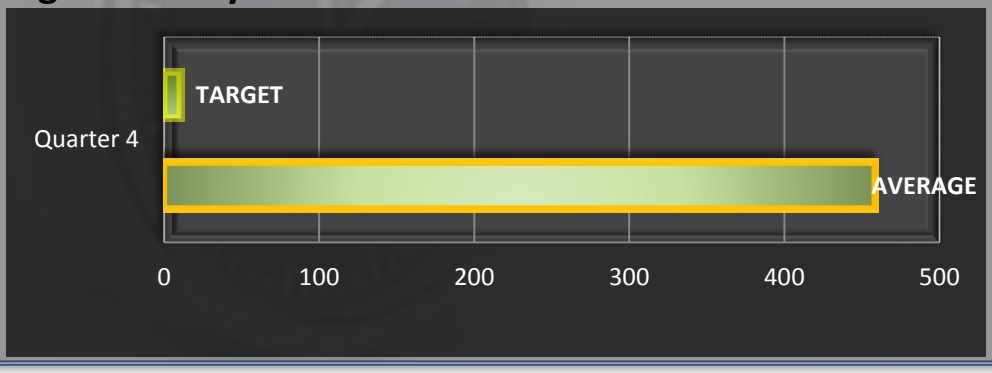
Target: 10 Days

Q4 Average: 17 Days



Probation Violation Response

Average number of days from the date a violation of probation is reported, to the date the assigned monitor initiates appropriate action.

Target: 10 Days

Q4 Average: 458 Day